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Charity Number 287779
Registered in England as Single Homeless Project



Single
Homeless
Project

Job title:	Team Manager
Delegated Authority:	Level 7
Team:	Gray's Inn Road Project
Responsible to:	Team Manager
Responsible for:	Various frontline staff across Gray's Inn Road Project and Camden Rough Sleepers Hub

Job purpose



The Gray's Inn Road supported accommodation project is a 16-bed short stay accommodation service which holds a critical position in the endeavour to address rough sleeping in the London Borough of Camden.

The service, funded by the Department of Levelling Up Housing and Communities and the Greater London Authority, in partnership with One Housing Group and Camden council aligns with the strategic vision to make rough sleeping rare, brief, and non-recurrent in Camden. Although there is not a defined maximum stay, the service is designed to be a 'short stay' project and will aim to move people on into suitable housing options after 3-6 months.

Camden Rough Sleepers Hub is a similar 16 bed short-stay accommodation service in the London Borough of Camden. The role of Team Manager provides management support for staff and clients across two accommodation sites- Gray's Inn Road Project and Camden Rough Sleepers Hub. This role will require strong interpersonal skills and the ability to develop and manage partnerships with a variety of stakeholders.

The Team Manager will deputise as required, for the Services Manager and will share responsibility for delivering high quality, trauma informed and recovery focused support to residents experiencing multiple disadvantages. Alongside the Services Manager, you will provide day to day direction and guidance to the frontline workers so that the needs of the clients are met and the service is delivered to a quality that meets SHP policy and contractual standards.

Key accountabilities

Service delivery and development

- To actively direct team members in their day-to-day work to ensure that service users receive a consistent, high quality and responsive service.
- To ensure that each client/resident has an individual package of support with an up-to-date support plan and regular formal and informal key working.
- To actively support the Services Manager in ensuring the service operates effectively, that codes of professional conduct are adhered to, and that all team members maintain high quality standards of work practice.
- In conjunction with the Services Manager to lead and support the service staff to deliver client interventions within a Psychologically Informed Environment that promotes Strengths and Recovery Model and operates within a Harm Minimisation framework.
- In conjunction with the Services Manager, to facilitate a program of continuous improvement in an environment where clients are supported and have access to resources, they need in order to achieve positive and sustainable outcomes.
- In partnership with the Services Manager, to develop the use of peer volunteers within the service in response to the needs of the clients and the service more widely.
- To contribute to the continuing development of the service by reviewing and evaluating the offer, keeping up to date in relation to best practice, new ideas and ways of working.

Service Utilisation

- To ensure the referrals process is responsive to and accommodating of referrals with a wide variety of needs and presenting issues and varying levels of known service history.
- To ensure those referred needs are assessed in a way that is psychologically informed, encourages engagement and is in line with both borough and SHP policy and procedure.
- Working with stakeholders to minimise voids and undue delays for clients awaiting accommodation.
- To ensure that residents are prepared to move on to suitable onward accommodation that will include supported housing, alternative temporary accommodation, Housing First, or the Private Rented Sector as appropriate to their individual situation.

Quality and Monitoring

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- To actively direct the team's day-to-day work to ensure that service users receive a consistent, high quality and responsive service, in which each resident has an individual package of support with an up-to-date support plan, risk assessment and needs assessment implemented through daily formal and informal contact, key working and multi-agency case review (TAM.)
 - As directed by the Services Manager, contribute to organisational and statutory monitoring and reporting within set deadlines.

User Participation

- To encourage and facilitate user participation co production and service feedback through a variety of reliable and valid means, ensuring that clients have a wide variety of opportunities to participate in the decision making and planning processes within the hostel and that client and stakeholder feedback directly informs service improvement.

Partnership Working

- Working closely with Camden's Routes off The Street and Connect Forward teams to plan referrals in and suitable move on options.
- Working closely with immediate neighbours, businesses and stakeholder and their representative groups in relation to locality management, addressing their concerns around potential risks or nuisance arising from the service – ensuring that the service is managed to deliver a strong neighbourhood presence and minimises the potential for any incidents that impact upon the neighbours/neighbourhood occurring.
- Working closely with the treatment (substance, mental health, and primary health) services in the borough, both at an individual case and service level, to ensure our clients are well informed about and able to access the services they need. Facilitating the delivery of on-site surgeries and drop-ins, and the identification of opportunities of joint working.
- Supporting effective Multi agency working with all agencies involved in referral, support and rehousing of our clients through regular liaison and by embedding a Team Around Me approach and attending relevant meetings and forums.

Leading The Team and Team Working

- In conjunction with the Services Manager, actively lead and direct the team in their day-to-day work, ensuring all clients receive a consistent, high quality and responsive service.
- In partnership with the Services Manager, identify and implement flexible approaches of working with the client group, to best promote and advance their recovery.

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- Taking a lead alongside the Service manager to develop local practice, procedure and participate in wider organisational practice development.

Property and Housing Management

- Ensure the property is maintained to a high standard and that effective systems are in place to ensure all areas of housing management are efficient with voids kept to a minimum and rental income maximised.

Reducing Social Exclusion

- To ensure that social inclusion is promoted within the project through a range of initiatives that ensures that clients have access to income maximisation, meaningful use of time activities, education, training and volunteering opportunities as well as health improvement initiatives.
- To ensure that staff members are working actively with clients, engaging with activities available within SHP and the wider community.

Safeguarding Children and Vulnerable Adults

- To ensure that staff are committed to safeguarding children and vulnerable adults in line with SHP policy and procedure.
- To ensure that staff fulfil their duties in protecting colleagues and clients from any form of harm when they are vulnerable, in line with SHP Procedure.

General Management

- To ensure that staff and volunteers are recruited, managed, valued and developed in line with relevant policies and procedures so that they function as a high performing team, are developed and encouraged to fulfil their potential, and that volunteer and peer contribution is integrated into the service offer.
- To ensure that staff leave is managed in line with Annual Leave, other leave and Sickness policies and procedures.
- To support good team communication and morale and actively support the Services Manager in ensuring that conflict is managed supportively and in line with relevant policies and procedures.
- Undertake supervision, appraisal and probationary reviews in line with Project policy and procedure.

Financial Management

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- To adhere to and always ensure staff adherence to financial procedures.
 - To support the Services Manager in ensuring that the service represents value for money and operates within budget.

Risk Management

- To actively support the Services Manager in the appropriate management of client, visitor, and occupational health related risks.
- To ensure all residents have an up-to-date risk assessment which protects the individual and others, identifies any risk clearly and outlines an effective plan for risk management. Ensuring that this plan is strength based.
- To ensure that staff undertake necessary risk management training and understand their responsibilities within SHP's procedural framework.

Health and Safety

- To ensure that staff and volunteers are aware of and fulfil their responsibilities within SHP's Health and Safety procedural framework, have completed the required training and always adhere to organisational policy and procedure.
- To undertake risk assessment and H&S inspection as directed by the Service Manager and within the required Policy timeframes, ensuring that all project records are in date and of high quality.

Information, Security and Data Protection

- To comply with and ensure that staff comply with the organisational requirements to protect personal and confidential information and to support the management of risk regarding information security breaches.

Miscellaneous

- Work flexibly across sites as duties require.
- SHP is at discretion to amend your responsibilities and, in addition to these, you may be required to perform other duties as may be required for the efficient running of the organisation.
- To create inclusive working environments and cultures to enable colleagues and clients to feel safe and empowered to achieve their full potential.

Technical and professional know-how needed for position

When completing your application, you will be required to address (using examples) some of the points below

Experience and Knowledge

- Experience, or a strong awareness and understanding, of staff and service management, working to and meeting service key performance indicators.
- An understanding of the principles underlying a quality service which is customer focused with the ability to develop the skills of both staff and service users, and to motivate and manage a quality service committed to achieving excellence.
- Understanding of Housing Management in relation to License Agreements and other types of tenures.
- A demonstrable understanding and awareness of the principles of Recovery and Psychologically Informed Environments, and the ability to develop and implement these within service delivery.
- High level understanding of issues relating to homelessness, substance misuse, and of other complex trauma which affect the clients recovery journey, in particular to clients who are at the Pre-contemplation stage whilst also able to motivate people who are abstinent or reducing use to achieve positive outcomes.

Skills and Abilities

- A demonstrably high level of numeracy, literacy and comprehension in order to be able to contribute to budget setting, monitor expenditure, write reports and review, analyse and extrapolate from written information.
- Ability to coordinate the work of a number of individuals or agencies to get tasks completed to time and to specification.
- Strong networking skills, and proven ability to build positive working relationships with internal and external stakeholders in order to establish or improve services to service users.
- Ability to be self-motivating, work under pressure, and manage time effectively, prioritising different areas of work according to need.
- Willingness to work flexibly in response to changing organisational requirements and work outside of office hours and at weekends on a rota if required.